

**FY01 Army Civilian Attitude Survey  
USAREUR  
Results for Civilian Employees  
Key Drivers of Overall Job Satisfaction**

**n=1,019**

# Understanding and Using Your Key Driver Analysis

## YOUR CRITICAL COMPONENTS ANALYSIS (CCA)

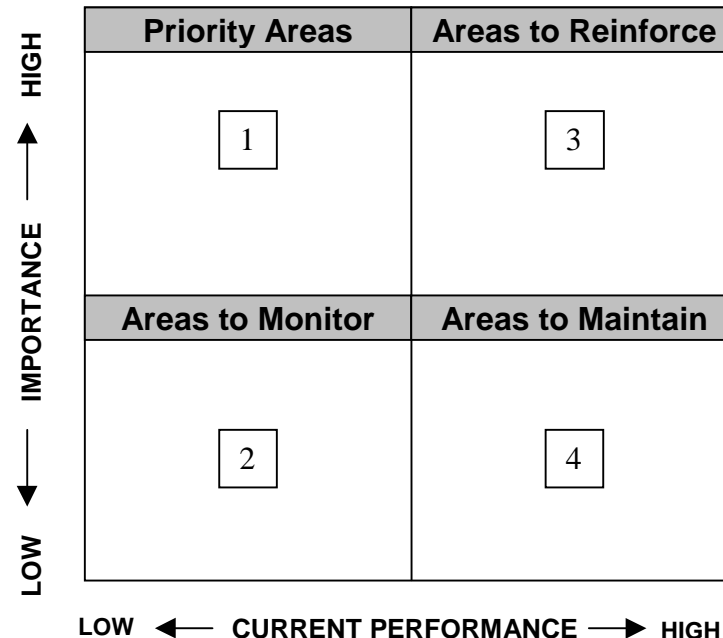
The Critical Components analysis, shown on the following page, tells you “at a glance” which composites and items are higher priorities to focus on for important outcomes.

What is a “priority”? A priority is a composite or an item that is more strongly linked to an outcome, but received low marks on your own group’s survey results. This analysis used data from the Employee survey to determine the priority composites and items related to **Overall Job Satisfaction**.

A priority, then, is determined by two things:

**Importance:** Shown on the vertical axis and determined statistically by identifying those composites that were more strongly related to Overall Job Satisfaction for your group. [Note: If your group had fewer than 100 employees responding to the survey, Importance results were calculated using total Army data.]

**Current Performance:** Shown on the horizontal axis and determined by how favorably employees in your group responded to the survey questions. Composites with 60%+ favorable scores are considered high in performance.



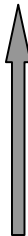
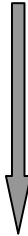
## USING THE CCA FOR ACTION PLANNING

To help you identify the 2 or 3 most important things your group needs to focus on, it's often best to look at the CCA in the following order:

1. **Priority Areas:** Higher importance, lower results. Action should be taken here first. Next to the CCA is a list of the items in each Priority composite that are both highly important **and** low in performance. These will help you focus on specific things to change in each area.
2. **Areas to Monitor:** Lower importance, lower results. These composites should be monitored because, if ignored, they could become more urgent issues in the future.
3. **Areas to Reinforce:** Higher importance, higher results. This is where you are doing well; these areas should be reinforced.
4. **Areas to Maintain:** Lower importance, higher results. These are composites your employees feel good about, though they might not contribute as strongly to their overall job satisfaction. These issues do not require immediate attention.

For more information regarding these results or how to better use this information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 221-8684) or e-mail him at [murray.mack@hqda.army.mil](mailto:murray.mack@hqda.army.mil).

# YOUR KEY DRIVERS OF OVERALL JOB SATISFACTION

<b>High</b>  <b>Importance</b>  <b>Low</b>	Priority Areas	Areas to Reinforce
	Government Transformation (51%) Satisfaction with Career – Recommendation to Others (57%)	Satisfaction with First Line Supervisor (65%)
	Areas to Monitor	Areas to Maintain
	Satisfaction with Job Placement/Promotion System (33%) Satisfaction with Awards and Recognition (41%) Satisfaction with Discipline/Grievances/EEO Procedures (42%) Satisfaction with Fairness (52%) Satisfaction with Management (54%)	Satisfaction with Training and Development (60%) Diversity (65%) Satisfaction with Physical Conditions (65%) Satisfaction with Work Group (75%)

## Most Critical Questions

### **Satisfaction with Career – Recommendation to Others**

21. I would recommend that others pursue a career as a civilian with this organization. (49%)

### **Government Transformation**

99. My organization encourages new practices and ways of doing business. (51%)  
 95. I am satisfied with the amount of my involvement in decisions that affect my work. (54%)  
 101. I have the decision-making authority I need to do my work. (58%)

Low ← **Current Performance** → High